6612170 - 590SE200

Prior Art

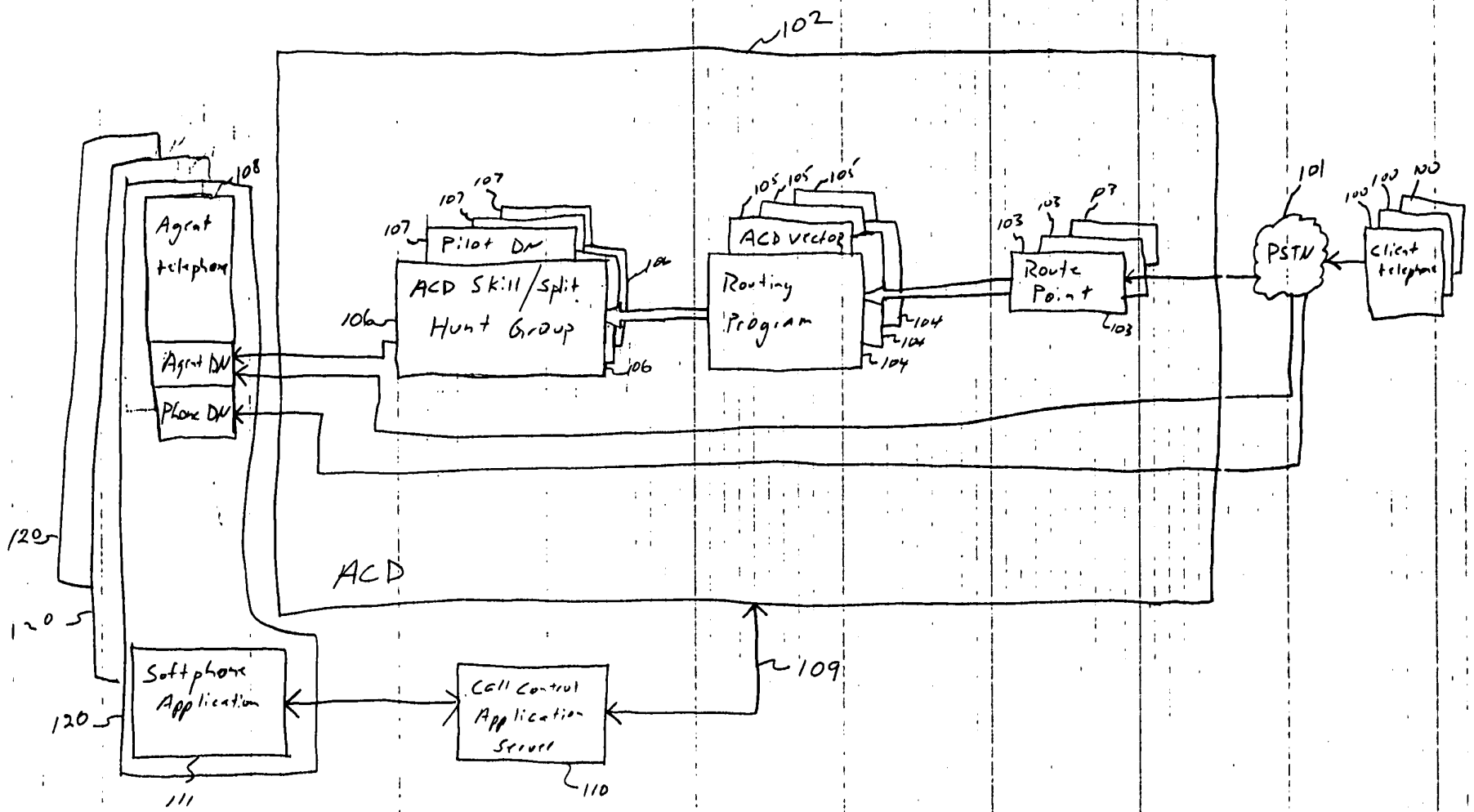

FIGURE 1

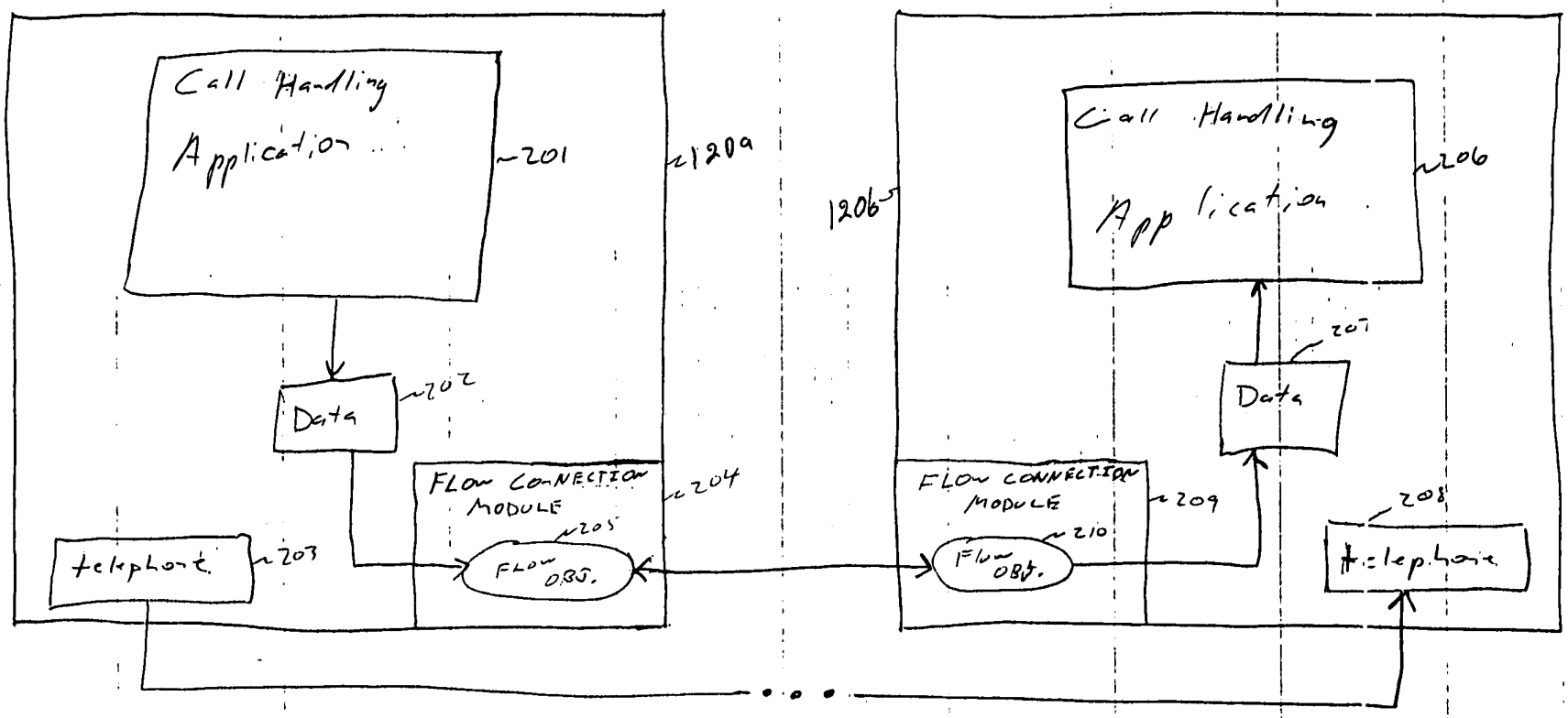
Call Handling Application
201
1209
Data
202
FLOW CONNECTION MODULE
204
205
FLOW OBJ.
telephone
203
1206
Call Handling Application
206
207
Data
FLOW CONNECTION MODULE
209
210
FLOW OBJ.
208
telephone

FIGURE 2

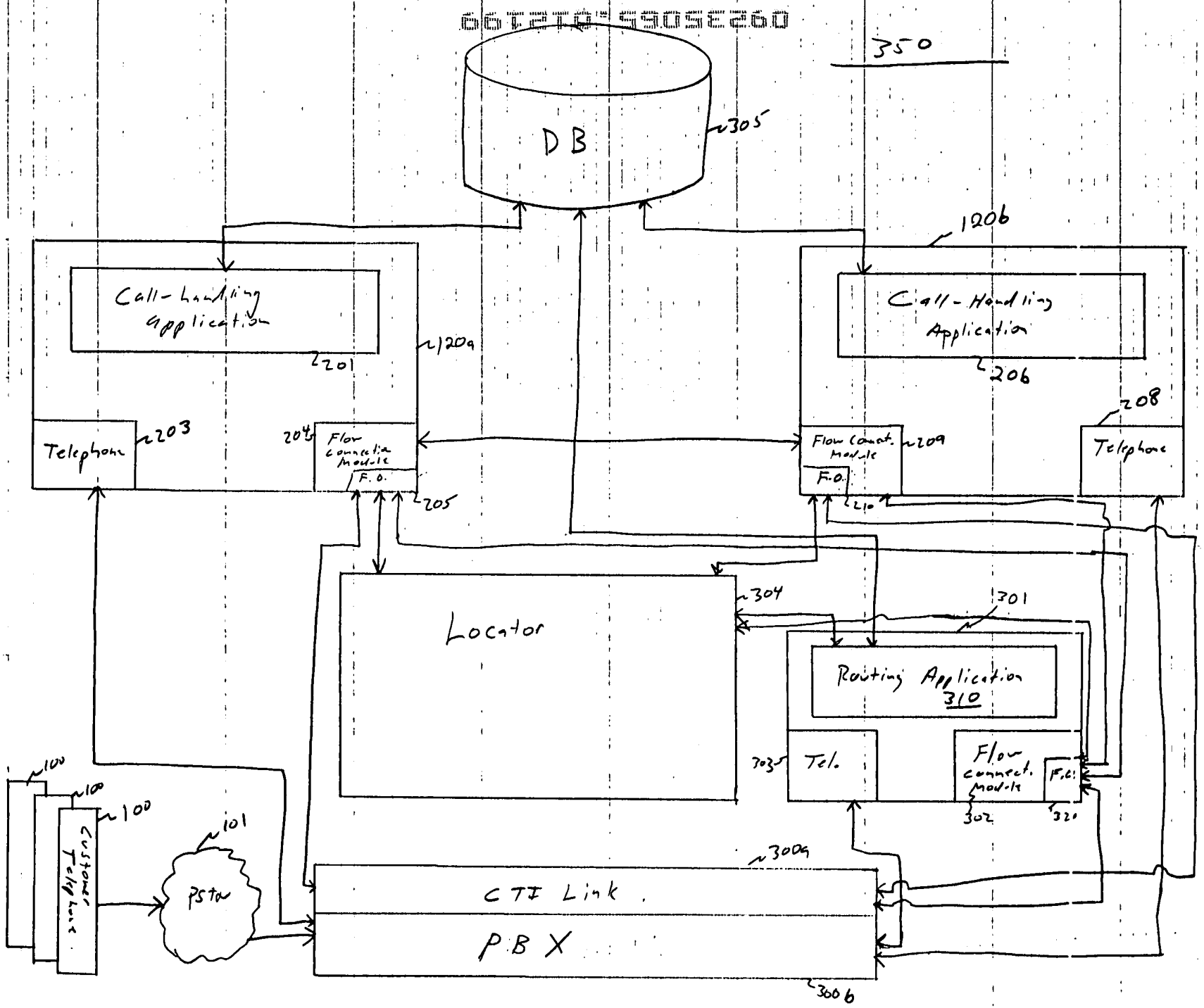
DB
305
350
1206
Call-Handling Application
206
Call-Handling Application
201
1209
Telephone
203
204
Flow connectia Module
F.O.
205
Flow Connect. Module
F.O.
210
208
Telephone
Locator
304
301
Routing Application 310
303
Tel.
Flow connect. Module
F.O.
302
320
100
100
100
Customer Telephone
101
PSTN
300a
CTI Link
PBX
300b

Figure 3

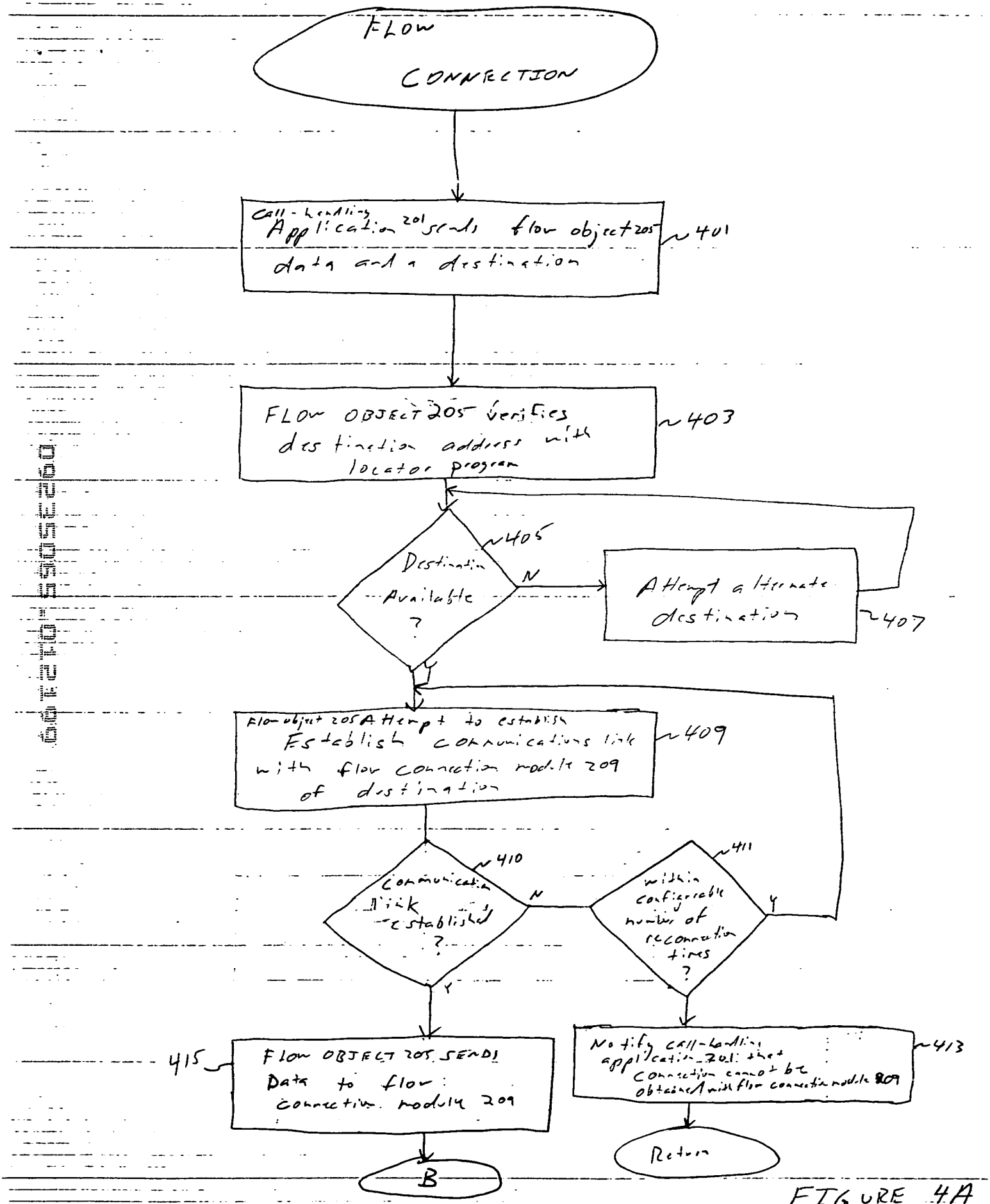
FLOW CONNECTION
Call-handling Application 201 sends flow object 205 data and a destination
401
FLOW OBJECT 205 verifies destination address with locator program
403
Destination Available ?
405
N
Attempt alternate destination
407
Flow object 205 Attempt to establish Establish communications link with flow connection module 209 of destination
409
Communication link established ?
410
N
within configurable number of reconnection times ?
411
Y
Y
FLOW OBJECT 205 SENDS Data to flow connection module 209
415
Notify call-handling application 201 that connection cannot be obtained with flow connection module 209
413
Return
B

FIGURE 4A

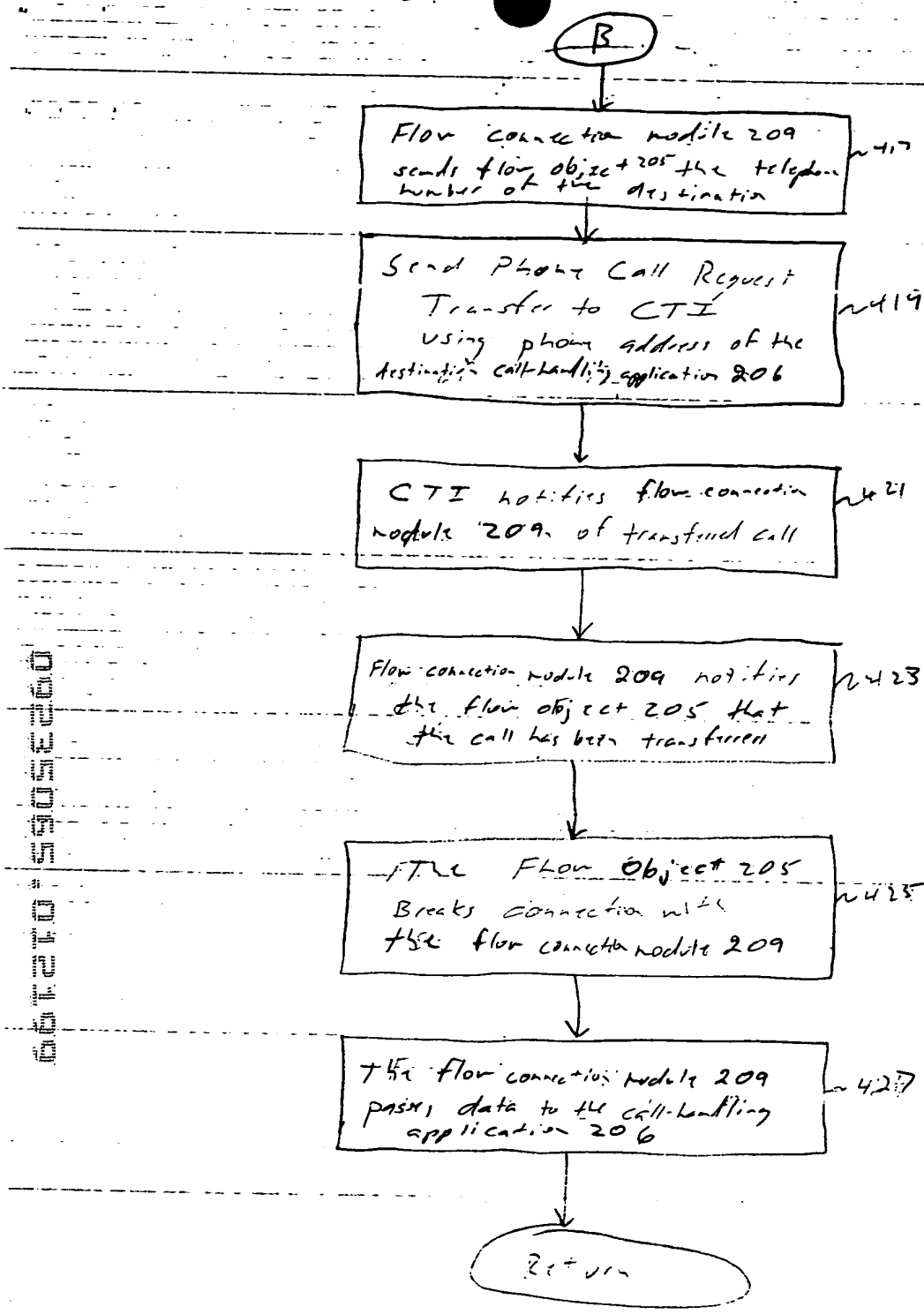
B
Flow connection module 209 sends flow object 205 the telephone number of the destination
417
Send Phone Call Request Transfer to CTI using phone address of the destination call-handling application 206
419
CTI notifies flow connection module 209 of transfered call
421
Flow connection module 209 notifies the flow object 205 that the call has been transferred
423
The Flow Object 205 Breaks connection with the flow connection module 209
425
The flow connection module 209 passes data to the call-handling application 206
427
Return

FIGURE 4B

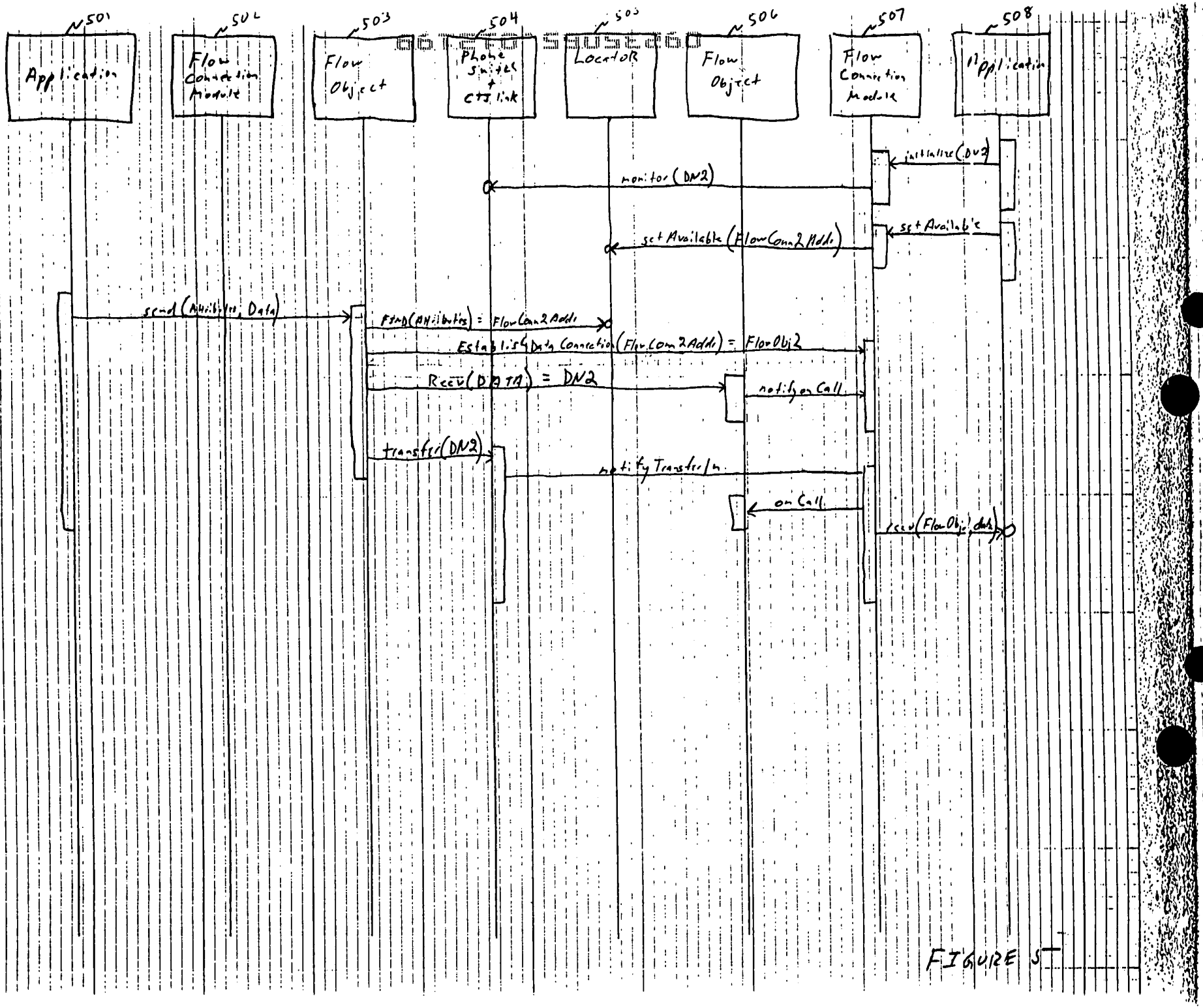
501
Application
502
Flow Connection Module
503
Flow Object
504
Phone Switch + CTI link
505
Locator
506
Flow Object
507
Flow Connection Module
508
Application
initialize(DN2)
monitor(DN2)
set Available
set Available(FlowConn2Addr)
send(Availability, Data)
Find(Availability) = FlowConn2Addr
Establish Data Connection(FlowConn2Addr) = FlowObj2
Recv(DATA) = DN2
notify on Call
transfer(DN2)
notify Transfer
on Call
recv(FlowObj, data)

FIGURE 5

6612C0 "S90SE260

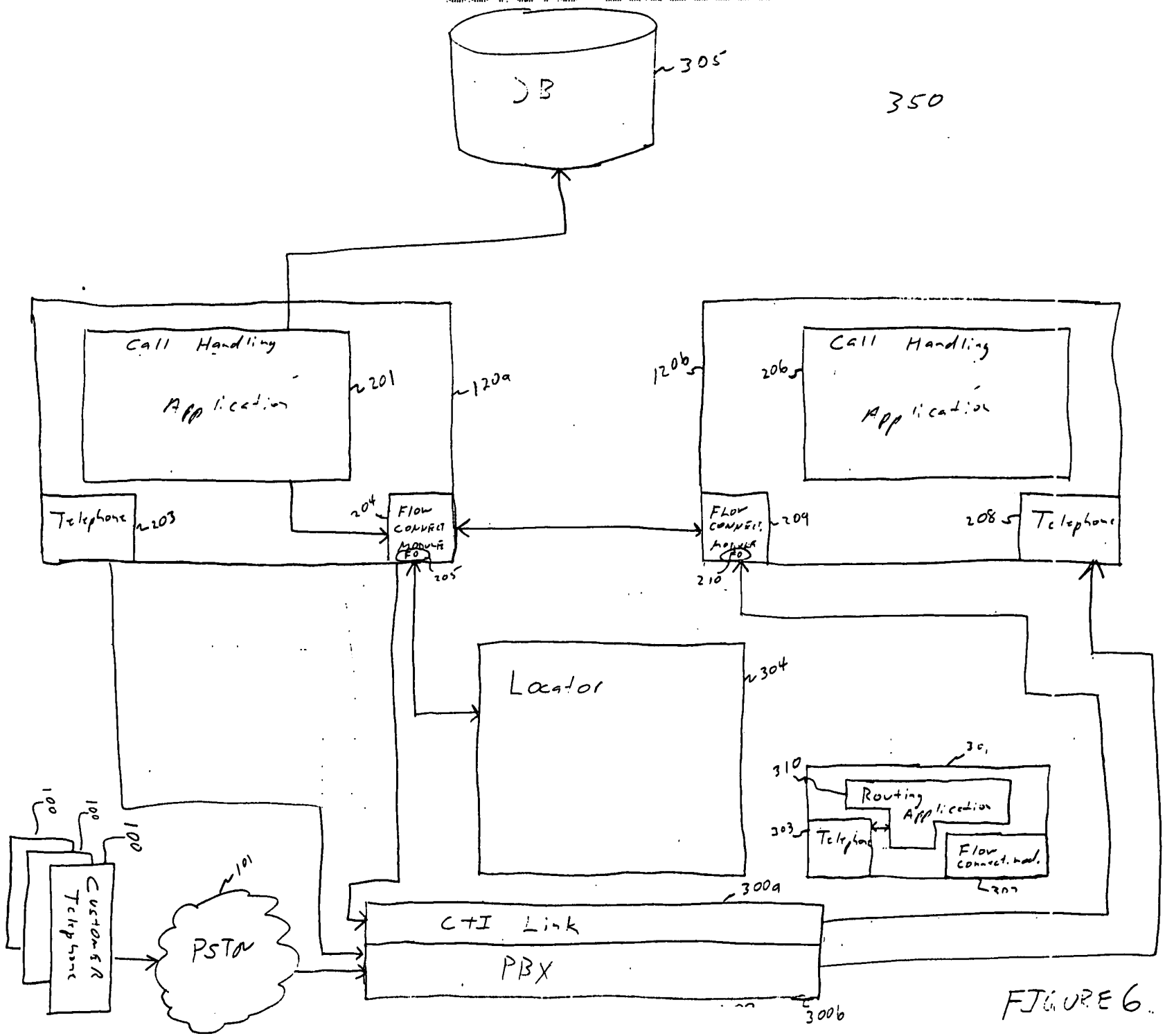

FIGURE 6.

6612100 "S0S2260

Address (703)	Application (704)
Add. 1	Application 1, workstation 120a
Add. 2	Application 2, workstation 120a
Add. 3	Application 1, workstation 120b
Add. 4	Application 3, workstation 120a
Add. 5	Application 1, workstation 120c
Add. 6	Application 1, workstation 120d
Add. 7	Application 1, workstation 120e

(702)

Basic Locator

(701)

FIGURE 7A

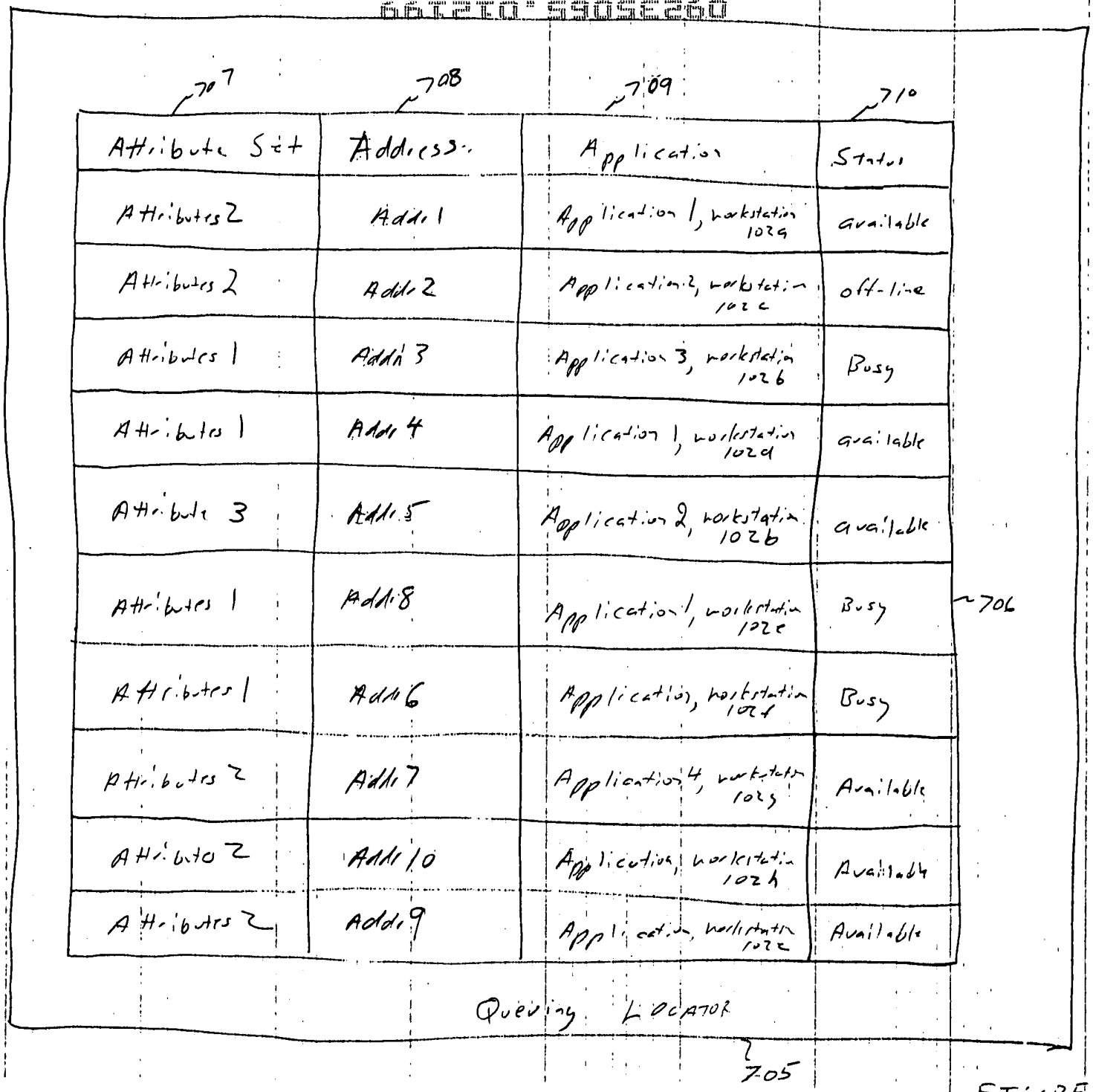
707
708
709
710
Attribute Set
Address
Application
Status
Attributes 2
Addr 1
Application 1, workstation 102g
available
Attributes 2
Addr 2
Application 2, workstation 102c
off-line
Attributes 1
Addr 3
Application 3, workstation 102b
Busy
Attributes 1
Addr 4
Application 1, workstation 102d
available
Attribute 3
Addr 5
Application 2, workstation 102b
available
Attributes 1
Addr 8
Application 1, workstation 102e
Busy
706
Attributes 1
Addr 6
Application, workstation 102f
Busy
Attributes 2
Addr 7
Application 4, workstation 102g
Available
Attributes 2
Addr 10
Application, workstation 102h
Available
Attributes 2
Addr 9
Application, workstation 102c
Available
Queuing LOCATOR
705

FIGURE 7B

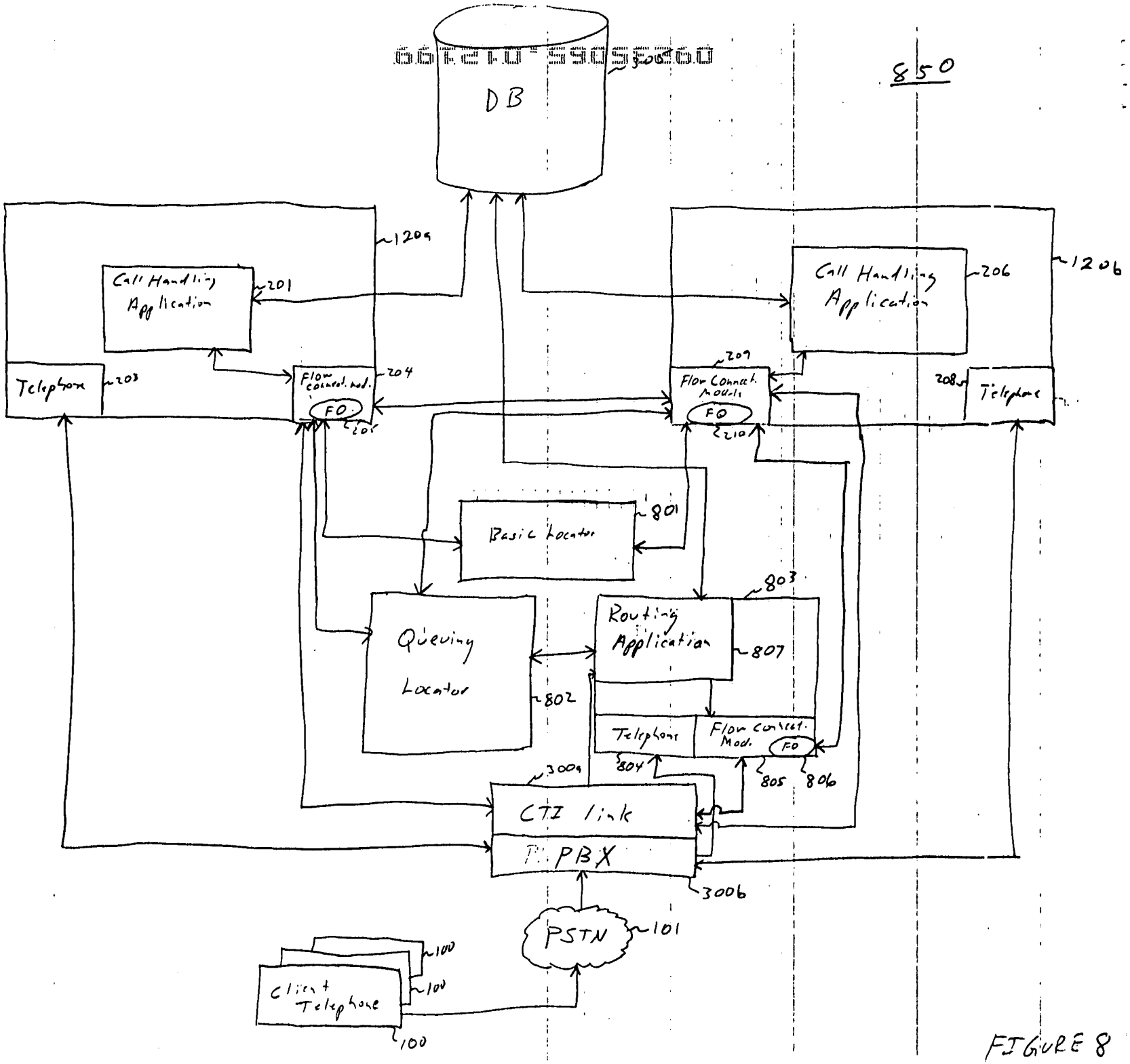
DB
850
1209
Call Handling Application
201
Telephone
203
Flow control mod.
204
FO
207
1206
Call Handling Application
206
Flow Control Module
FO
210
208
Telephone
801
Basic Locator
803
Queuing Locator
802
Routing Application
807
Telephone
Flow control Mod.
FO
804
805
806
3009
CTI link
PBX
3006
PSTN
101
Client Telephone
100
100
100

FIGURE 8

6612TO 590SE260

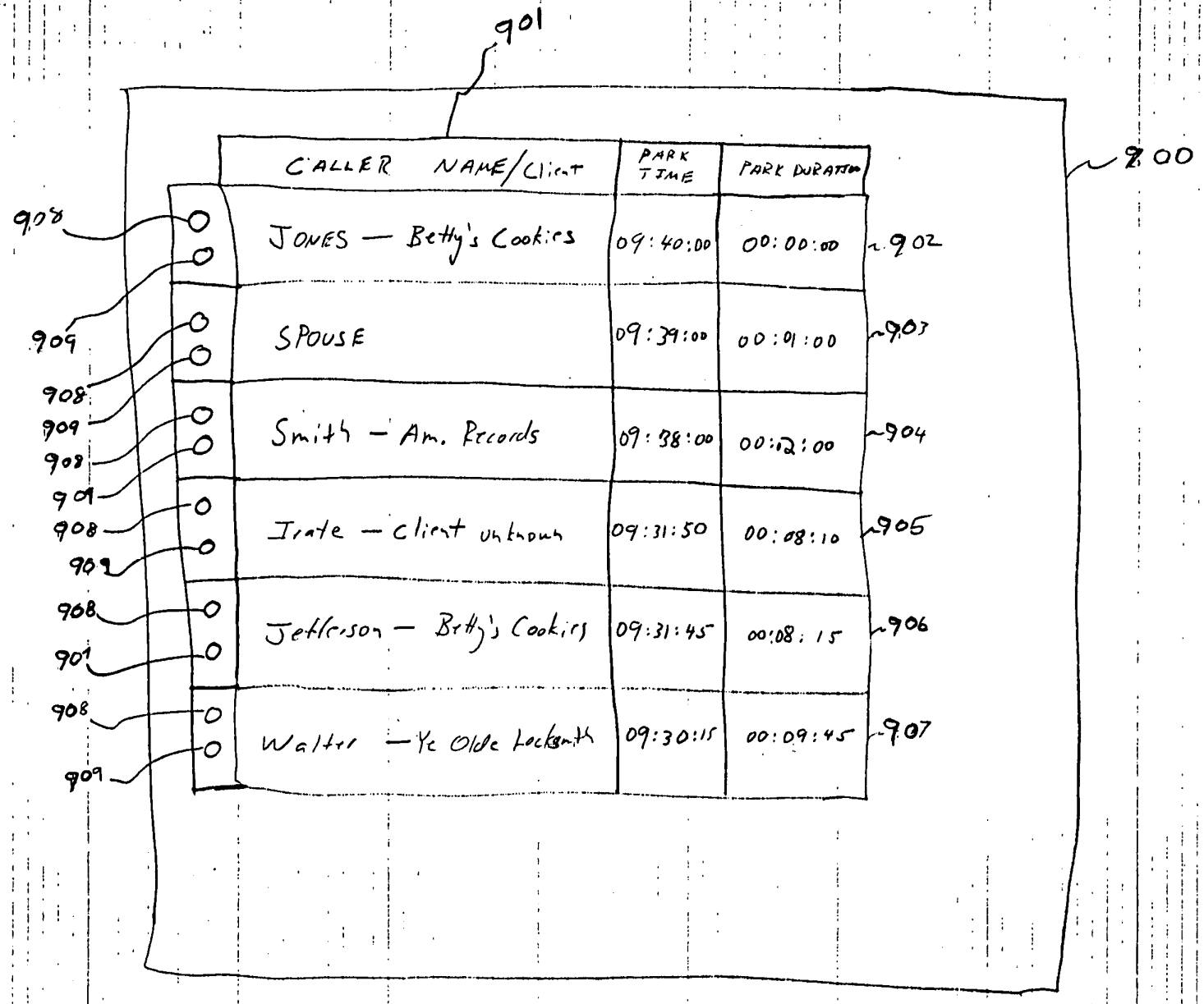

FIGURE 9

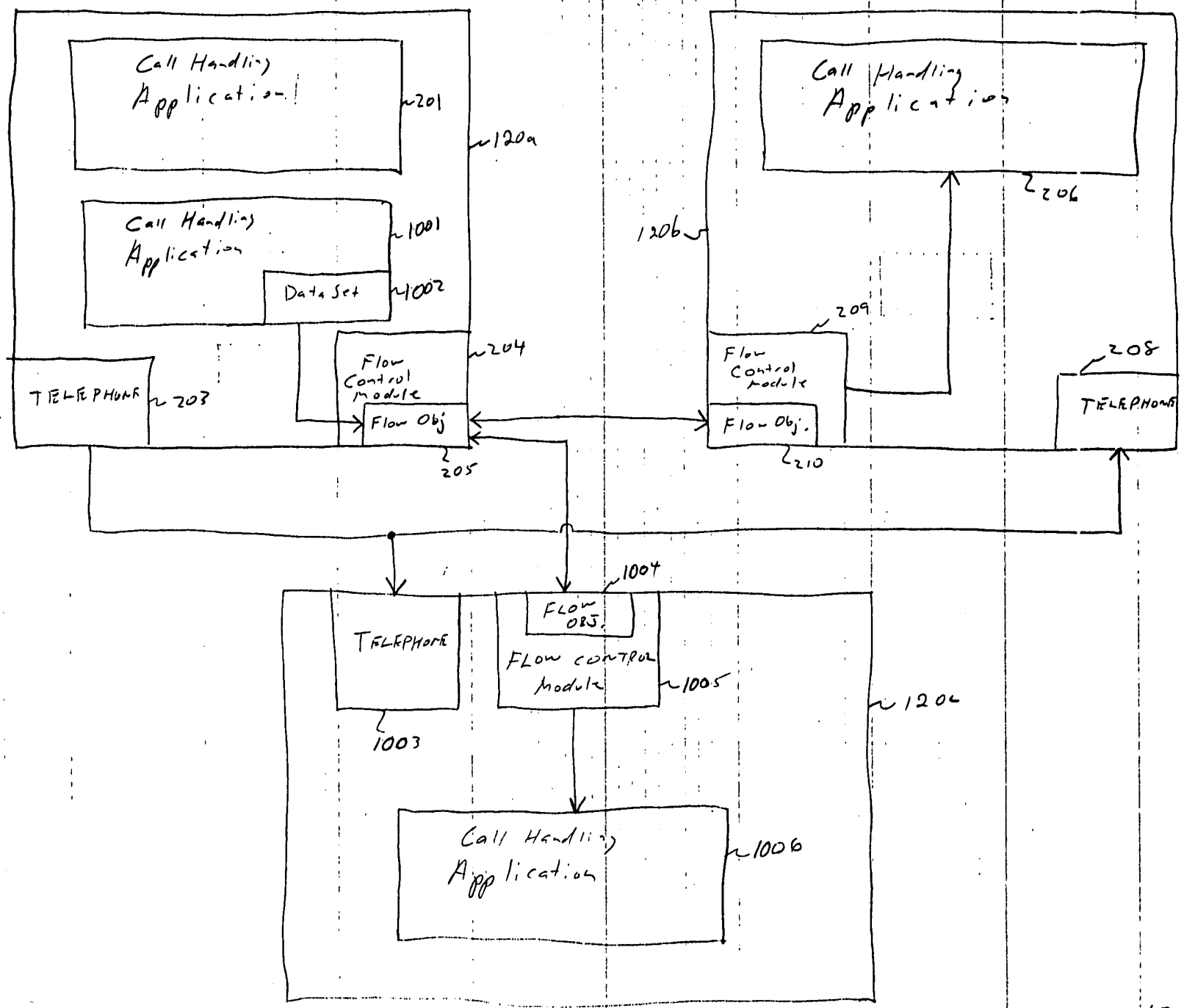
Call Handling Application
201
120a
Call Handling Application
1001
Data Set
1002
TELEPHONE
203
Flow Control Module
204
Flow Obj
205
Call Handling Application
206
120b
209
Flow Control Module
Flow Obj.
210
208
TELEPHONE
1004
TELEPHONE
1003
FLOW OBJ.
FLOW CONTROL Module
1005
120c
Call Handling Application
1006

FIGURE 10